



Your business  
is our business.

DOCKET FILE COPY ORIGINAL

REDACTED – FOR PUBLIC INSPECTION

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Greenbelt, Maryland 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: www.jsitel.com, e-mail: jsi@jsitel.com

October 11, 2013

**By Hand Delivery**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

ACCEPTED/FILED

OCT 23 2013

Federal Communications Commission  
Office of the Secretary

**Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of Riviera Telephone Company, Inc.  
Study Area Code 442134**

Dear Ms. Dortch:

On behalf of Riviera Telephone Company, Inc. "Riviera", JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup> Riviera seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

No. of Copies rec'd 0+3  
List ABCDE

<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

|   |   |
|---|---|
| <b>FCC Form 481 - Carrier Annual Reporting</b><br><b>Data Collection Form</b> | <small>FCC Form 481</small><br><small>OMB Control No. 3060-0086/OMB Control No. 3060-0032</small><br><small>July 2013</small> |
|---|---|

|  |                    |
|--|--------------------|
| <010> Study Area Code  | 442134             |
| <015> Study Area Name  | RIVIERA TEL CO INC |
| <020> Program Year   | 2014               |
| <030> Contact Name: Person USAC should contact with questions about this data      | Bill Colston, Jr.  |
| <035> Contact Telephone Number: Number of the person identified in data line <030> | 361-296-3232       |
| <039> Contact Email Address: Email of the person identified in data line <030>     | rtc@rivnet.com     |

ACCEPTED/FILED

OCT 23 2013

Federal Communications Commission  
Office of the Secretary

| ANNUAL REPORTING FOR ALL CARRIERS   |  |                                     | 54,313<br>Completion<br>Required    | 54,422<br>Completion<br>Required |
|---|--|-------------------------------------|-------------------------------------|----------------------------------|
| <small>(check box when complete)</small>  |  |                                     |                                     |                                  |
| <100> Service Quality Improvement Reporting   | <small>(complete attached worksheet)</small>             | <input type="checkbox"/>            |                                     |                                  |
| <200> Outage Reporting (voice)  | <small>(complete attached worksheet)</small>             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                  |
| <210> <input checked="" type="checkbox"/> <-- check box if no outages to report           |  |                                     |                                     |                                  |
| <300> Unfulfilled Service Requests (voice)  | 0  | <input checked="" type="checkbox"/> |                                     |                                  |
| <310> Detail on Attempts (voice)  | <small>(attach descriptive document)</small>             | <input type="checkbox"/>            |                                     |                                  |
| <320> Unfulfilled Service Requests (broadband)  | <small>(attach descriptive document)</small>             | <input type="checkbox"/>            |                                     |                                  |
| <330> Detail on Attempts (broadband)  | <small>(attach descriptive document)</small>             | <input type="checkbox"/>            |                                     |                                  |
| <400> Number of Complaints per 1,000 customers (voice)                                    |  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                  |
| <410> Fixed   | 0.0  |                                     |                                     |                                  |
| <420> Mobile  |  |                                     |                                     |                                  |
| <430> Number of Complaints per 1,000 customers (broadband)                                |  | <input type="checkbox"/>            |                                     |                                  |
| <440> Fixed   |  |                                     |                                     |                                  |
| <450> Mobile  |  |                                     |                                     |                                  |
| <500> Service Quality Standards & Consumer Protection Rules Compliance                    | <small>(check to indicate certification)</small>         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                  |
| <510> 442134tx510   | <small>(attached descriptive document)</small>           | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                  |
| <600> Functionality in Emergency Situations   | <small>(check to indicate certification)</small>         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                  |
| <610> 442134tx610   | <small>(attached descriptive document)</small>           | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                  |
| <700> Company Price Offerings (voice)   | <small>(complete attached worksheet)</small>             | <input type="checkbox"/>            |                                     |                                  |
| <710> Company Price Offerings (broadband)   | <small>(complete attached worksheet)</small>             | <input type="checkbox"/>            |                                     |                                  |
| <800> Operating Companies and Affiliates  | <small>(complete attached worksheet)</small>             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                  |
| <900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> | <small>(if yes, complete attached worksheet)</small>     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                  |
| <1000> Voice Services Rate Comparability  | <small>(check to indicate certification)</small>         | <input type="checkbox"/>            |                                     |                                  |
| <1010>  | <small>(attach descriptive document)</small>             | <input type="checkbox"/>            |                                     |                                  |
| <1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> | <small>(if not, check to indicate certification)</small> | <input type="checkbox"/>            |                                     |                                  |
| <1110>  | <small>(complete attached worksheet)</small>             | <input type="checkbox"/>            |                                     |                                  |
| <1200> Terms and Condition for Lifeline Customers   | <small>(complete attached worksheet)</small>             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |                                  |

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

|        |  |                          |  |
|--------|--|--------------------------|--|
| <2000> | <small>(check to indicate certification)</small> | <input type="checkbox"/> |  |
| <2005> | <small>(complete attached worksheet)</small>     | <input type="checkbox"/> |  |

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

|        |  |                                     |  |
|--------|--|-------------------------------------|--|
| <3000> | <small>(check to indicate certification)</small> | <input checked="" type="checkbox"/> |  |
| <3005> | <small>(complete attached worksheet)</small>     | <input checked="" type="checkbox"/> |  |

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 442134  
 <015> Study Area Name RIVIERA TEL CO INC  
 <020> Program Year 2014  
 <030> Contact Name - Person USAC should contact regarding this data Bill Colston, Jr.  
 <035> Contact Telephone Number - Number of person identified in data line <030> 361-296-3232  
 <039> Contact Email Address - Email Address of person identified in data line <030> rtc@rivnet.com

<110> Has your company received its ETC certification from the FCC? (yes / no ) ☐ ☒

If your answer to Line <110> is yes, do you have an existing §54.202(a) "5

<111> year plan" filed with the FCC? (yes / no ) ☐ ☐

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets  
 <114> Report how much universal service (USF) support was received  
 <115> How (USF) was used to improve service quality  
 <116> How (USF) was used to improve service coverage  
 <117> How (USF) was used to improve service capacity  
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

|                          |                          |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |





OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 442134             |
| <015> | Study Area Name   | RIVIERA TEL CO INC |
| <020> | Program Year  | 2014               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.  |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232       |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com     |

[illegible]



**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 442134             |
| <015> | Study Area Name   | RIVIERA TEL CO INC |
| <020> | Program Year  | 2014               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.  |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232       |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com     |

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

| Select<br>(Yes,No,<br>NA) |
|---------------------------|
|                           |
|                           |
|                           |
|                           |
|                           |
|                           |
|                           |
|                           |
|                           |
|                           |

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 442134             |
| <015> | Study Area Name   | RIVIERA TEL CO INC |
| <020> | Program Year  | 2014               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.  |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232       |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com     |

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 442134             |
| <015> | Study Area Name   | RIVIERA TEL CO INC |
| <020> | Program Year  | 2014               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.  |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232       |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com     |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

442134tx1210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |        |   |                                     |
|--------|---|-------------------------------------|
| <1221> | Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> | Details on the number of minutes provided as part of the plan,  | <input checked="" type="checkbox"/> |
| <1223> | Additional charges for toll calls, and rates for each such plan.  | <input checked="" type="checkbox"/> |

**(2000) Price Cap Carrier Additional Documentation**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 442134             |
| <015> | Study Area Name   | RIVIERA TEL CO INC |
| <020> | Program Year  | 2014               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.  |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232       |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com     |

**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.**

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}  
 <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

|  |
|--|
|  |
|  |

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

- <2012> 2013 Frozen Support Certification  
 <2013> 2014 Frozen Support Certification  
 <2014> 2015 Frozen Support Certification  
 <2015> 2016 and future Frozen Support Certification

|  |
|--|
|  |
|  |
|  |
|  |

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

- <2016> Certification Support Used to Build Broadband

|  |
|--|
|  |
|--|

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

- <2017> 3rd year Broadband Service Certification  
 <2018> 5th year Broadband Service Certification  
 <2019> Interim Progress Certification  
 <2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

|  |
|--|
|  |
|  |
|  |
|  |

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

|  |
|--|
|  |
|--|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 442134             |
| <015> | Study Area Name   | RIVIERA TEL CO INC |
| <020> | Program Year  | 2014               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.  |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232       |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com     |

### Progress Report on 5 Year Plan

- Page 11

|   |  |
|---|--|
| <b>Certification - Reporting Carrier<br/>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 442134             |
| <015> | Study Area Name   | RIVIERA TEL CO INC |
| <020> | Program Year  | 2014               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.  |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232       |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com     |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

|   |                                |
|---|--------------------------------|
| <b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>   |                                |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. |                                |
| Name of Reporting Carrier:  |                                |
| Signature of Authorized Officer:  | Date                           |
| Printed name of Authorized Officer:   |                                |
| Title or position of Authorized Officer:  |                                |
| Telephone number of Authorized Officer:   |                                |
| Study Area Code of Reporting Carrier:   | Filing Due Date for this form: |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.  |                                |

|   |  |  |
|---|--|--|
| <b>Certification - Agent / Carrier</b><br><b>Data Collection Form</b> |  | PCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|--|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 442134             |
| <015> | Study Area Name   | RIVIERA TEL CO INC |
| <020> | Program Year  | 2014               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.  |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232       |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com     |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier   |  |
|---|--|
| I certify that (Name of Agent) <u>Dee Dee Longenecker</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. |  |
| Name of Authorized Agent:   | Dee Dee Longenecker                              |
| Name of Reporting Carrier:  | RIVIERA TEL CO INC                               |
| Signature of Authorized Officer:  | CERTIFIED ONLINE Date: 10/11/2013                |
| Printed name of Authorized Officer:   | Bill Colston Jr                                  |
| Title or position of Authorized Officer:  | President/General Manager                        |
| Telephone number of Authorized Officer:   | 361-296-3232                                     |
| Study Area Code of Reporting Carrier:   | 442134 Filing Due Date for this form: 10/15/2013 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.  |  |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier   |  |
|--|--|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. |  |
| Name of Reporting Carrier:   | RIVIERA TEL CO INC                               |
| Name of Authorized Agent or Employee of Agent:   | Dee Dee Longenecker                              |
| Signature of Authorized Agent or Employee of Agent:  | CERTIFIED ONLINE Date: 10/11/2013                |
| Printed name of Authorized Agent or Employee of Agent:   | Dee Dee Longenecker                              |
| Title or position of Authorized Agent or Employee of Agent:  | Manager - Regulatory Affairs, JSI                |
| Telephone number of Authorized Agent or Employee of Agent:   | 512-338-0473                                     |
| Study Area Code of Reporting Carrier:  | 442134 Filing Due Date for this form: 10/15/2013 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.   |  |

## Attachments

REDACTED - FOR PUBLIC INSPECTION

(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |                                 |
|-------|---|---------------------------------|
| <010> | Study Area Code   | 442134                          |
| <015> | Study Area Name   | RIVIERA TEL CO INC              |
| <020> | Program Year  | 2014                            |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Bill Colston, Jr.               |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 361-296-3232                    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | rtc@rivnet.com                  |
| <810> | Reporting Carrier   | Riviera Telephone Company, Inc. |
| <811> | Holding Company   |                                 |
| <812> | Operating Company   |                                 |

[illegible]

**Riviera Telephone Company, Inc.**

**Response to Lines 500-510 - Service Quality Standards and Consumer Protection Rules**

**Compliance**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”<sup>2</sup> The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”<sup>4</sup>

Riviera Telephone Company, Inc. (“RTC”) hereby certifies that it complies with applicable service quality standards and consumer protection rules under the Texas Administrative Code, Title 16, Part II, as established by the Public Utility Commission of Texas. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff which discloses rates, terms and conditions of service to customers pursuant to Subchapter J requirements in Sections 26.201-26.230; (2) adherence to state consumer protection requirements governing telephone providers as identified in Subchapter B, in Sections 26.21-

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

<sup>2</sup> *Id.* at para. 28.

<sup>3</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

<sup>4</sup> *Id.* at n. 72.

26.37; and (3) service quality standards requirements as identified in Subchapter C, Sections 26.51 -26.57.

In addition, RTC complies with numerous federal consumer protection standards including, but not limited to: (1) Truth-in-Billing Rules outlined in 47 CFR § 64.2401; and (2) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

**Riviera Telephone Company, Inc.**

**Response to Lines 600-610 - Ability to Function in Emergency Situations**

Riviera Telephone Company, Inc. ("RTC") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)<sup>1</sup> and the Texas Administrative Code. RTC's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). RTC can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations also allows RTC to manage traffic spikes throughout its network, as emergency situations require.

Specifically, RTC is able to function under emergency operations in accordance with Public Utility Commission of Texas Substantive Rules §26.51 *Reliability of Operations of Telecommunications Providers* and §26.52 *Emergency Operations* which include obligations for continuity of service and emergency operations planning and service provision capability for dominant carriers. Any central office not equipped with permanently installed standby generators contains as a minimum four hours of battery reserve without voltage falling below the level required for proper operation of all equipment. In addition, all central offices without installed emergency power facilities have a mobile power unit available which can be delivered and connected on short notice.

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

# **Riviera Telephone Company, Inc.**

## **Rates, Terms and Conditions for Lifeline Service**

**(Response to Form 481, Line 1210)**

Local exchange service rates and charges as specified below are for basic local exchange service, including Tone Dialing Service, and facilities only. The rates for other ancillary services not specifically shown below are presented in Riviera Telephone Company Inc.'s tariff(s) on file with the Public Utility Commission of Texas. Unless otherwise specified, the rates and charges quoted below are for a period of one month, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

Residential Local Exchange Access Line Rates<sup>(1)(2)</sup>:

| <b>Exchange Name</b> | <b>R-1 Rate</b> |
|----------------------|-----------------|
| Loyola Beach         | \$13.60         |
| Riviera              | \$13.60         |
| Sarita               | \$13.60         |
| Armstrong            | \$13.60         |

<sup>(1)</sup> Above listed fees do not include mandatory taxes, fees and surcharges, including, but not limited to Texas Universal Service Fund charges, 9-1-1 fees, and municipal franchise fees.

<sup>(2)</sup> Qualified Lifeline customers are eligible for Lifeline credits or discounts as outlined in the attached Lifeline tariff.

**LOCAL EXCHANGE SERVICE**

**IV. LIFELINE PROGRAM**

The Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

**A. General**

1. A qualifying low-income customer subscribing to the Lifeline Program shall receive a maximum of \$9.25 in federal support and up to \$3.50 in state support as a reduction to their monthly tariffed residential local exchange access line rate in accordance with Chapter 47 CFR § 54.403 and Commission Substantive Rule 26.412.

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2. Nothing in this section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.

3. Lifeline Program reductions only apply to basic service and do not apply to non-basic service or to surcharges, taxes, long distance service, 976 and other information related telecommunications services. Customers may subscribe to these services, including bundled service where available, however, the Lifeline discount only applies to the basic service charge of the bundled service.

4. The Lifeline Program rate reductions do not apply to service connection charges.

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5. The Company shall waive monthly number portability charges, subject to the tariff, for Lifeline customers.

**PUBLIC UTILITY COMMISSION OF TEXAS  
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APR 12, 2012 CONTROL# TC. NO. 40225

TARIFF CLERK

By: Mr. Bill Colston, Jr.  
Title: General Manager

**LOCAL EXCHANGE SERVICE**

**IV. LIFELINE PROGRAM**

**A. General (Continued)**

7. The Company may not disconnect the service of a Lifeline Program customer for the non-payment of toll charges. However, the Company reserves the right to implement toll blocking, at no charge, if the customer incurs a significant balance of unpaid toll bills. The Company will inform the customer, by direct mail, of this change to their service due to the customer's non-payment of toll charges. Upon the customer's payment of all outstanding toll charges, the Company shall remove mandatory toll blocking at the customers request.

8. Upon subscribing to the Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.

9. The Lifeline Program rate reductions will not be available on a retroactive basis except by direction of the Low Income Discount Administrator (LIDA) or the Commission.

**B. Designated Lifeline Program Services**

The company shall offer the voice telephony services or functionalities as identified for support in 47 CFR § 54.101, including voice grade access to the public switched network or its functional equivalent; minutes of use for local service provided at no additional charge to end users; access to the emergency services provided by local government or other public safety organizations, such as 9-11 and enhanced 911, to the extent local government in an eligible carrier's service area has implemented 9-1-1 or enhanced 9-1-1; and toll limitation services to qualifying low-income consumers.

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By: Mr. Bill Colston, Jr.  
Title: General Manager

**LOCAL EXCHANGE SERVICE**

**IV. LIFELINE PROGRAM (Continued)**

**C. Eligibility Requirement**

**1. Qualifying Low-Income (Eligible) Customer Criteria**

The Lifeline Program rate reductions will be provided per eligible customer. An eligible customer shall be defined as an individual whose annual household income is at or below 150% of the federal poverty guidelines, an individual who is an eligible resident of Tribal lands, or who participates in, or who has a person or child who resides in the customer household who participates in, at least one of the programs identified in Chapter 47 of the Code of Federal Regulations § 54.409 and in P.U.C. Substantive Rule 26.412 regarding consumer qualification for Lifeline.

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**2. Obligations of the Customer**

a. Customers whose annual household income is at or below 150% of the federal poverty guidelines but do not receive benefits under the above programs may contact the LIDA to self-enroll in Lifeline Program benefits. Current customers receiving benefits under these programs will be subject to the Lifeline Program automatic enrollment procedures of the LIDA unless they provide a written request to the Company to be excluded from the Lifeline Program.

b. A customer who is eligible for the Lifeline Program but does not have telephone service shall be responsible for initiating a request for the Lifeline Program from the Company.

By: Mr. Bill Colston, Jr.  
Title: General Manager

**RIVIERA TELEPHONE COMPANY, INC.**  
Local Exchange Tariff

**SECTION 1**  
1<sup>st</sup> Revised Page 10.1  
Replacing Original Page 10.1

**LOCAL EXCHANGE SERVICE**

**IV. LIFELINE PROGRAM (Continued)**

**C. Eligibility Requirement**

**3. Obligations of the Company**

a. The LIDA shall provide a list of eligible customers to the Company on a monthly basis. Upon receipt of the list, the Company shall begin reduced billing for those customers within 30 days unless a customer notifies the Company, in writing, that the customer does not wish to enroll in the Lifeline Program.

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By: Mr. Bill Colston, Jr.  
Title: General Manager

**RIVIERA TELEPHONE COMPANY, INC.**  
Local Exchange Tariff

**SECTION 1**  
2<sup>nd</sup> Revised Page 11  
Replacing 1<sup>st</sup> Revised Page 11

**LOCAL EXCHANGE SERVICE**

**IV. LIFELINE PROGRAM (Continued)**

**C. Eligibility Requirement**

**4. Discontinuance of Service**

a. If a customer no longer qualifies for the Lifeline Program, the LIDA shall provide a direct mail notice advising the customer that the lifeline Program discount will be discontinued within 30 days unless the customer notifies the LIDA that an error has been made. If the customer notifies the LIDA of an error, the lifeline Program discount will continue for an additional 30 days to allow the customer adequate time to correct records. If the customer has not obtained an affirmation of eligibility by the end of the 60-day period, Lifeline program discounts may discontinue and the customer's service and billing will continue at applicable tariffed rates.

**D. Deposit and Credit Requirements**

1. The Company shall be prohibited from changing a service deposit in order to initiate the Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

By: Mr. Bill Colston, Jr.  
Title: General Manager

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**RIVIERA TELEPHONE COMPANY, INC.**  
Local Exchange Tariff

**SECTION 1**  
1<sup>st</sup> Revised Page 12  
Replacing Original Page 12

**LOCAL EXCHANGE SERVICE**

**IV. LIFELINE PROGRAM (Continued)**

**D. Deposit and Credit Requirements (Continued)**

2. The Company may charge a service deposit if:

a. The eligible customer denies subscription to toll blocking upon subscribing to the Lifeline Program.

b. The Company receives a Commission waiver from having to provide toll clocking due to technical limitations.

3. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers for the Lifeline Program.

**E. Service Connection Charges**

1. Service connection charges do not apply to eligible customers with exiting, qualifying service converting to the Lifeline Program.

2. Service connection charges do apply when:

a. Existing eligible customers request additional non-qualifying services at the time Lifeline Program reduced billing is initiated.

b. New customers (those without existing local exchange access service) eligible for the Lifeline Program establish service.

c. Customers make subsequent moves or changes after the initial connection to the Lifeline Program.

3. In instances where service connection charges apply, customers qualifying for the Lifeline Program automatically qualify for the Link-Up America Program and may be eligible to receive a reduction in the applicable service connection charges as provided in Section 2 of this tariff.

By: Mr. Bill Colston, Jr.  
Title: General Manager

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**RIVIERA TELEPHONE COMPANY, INC.**  
Local Exchange Tariff

**SECTION 1**  
2<sup>nd</sup> Revised Page 13  
Replacing 1<sup>st</sup> Revised Page 13

**LOCAL EXCHANGE SERVICE**

**IV. LIFELINE PROGRAM (Continued)**

**F. Lifeline Program Rate Reduction**

**1. Implementation**

The Company shall provide reduced billing to all Lifeline Program eligible customers within its service area in accordance with the Commission's Substantive Rule. A customer may notify the Company, in writing, that the customer does not wish to enroll in the Lifeline Program.

In instances where a customer inquires about participation in the Lifeline Program, the Company shall provide information made available by the LISA and direct inquiries to the toll-free number provided by LIDA.

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By: Mr. Bill Colston, Jr.  
Title: General Manager

**RIVIERA TELEPHONE COMPANY, INC.**  
Local Exchange Tariff

**SECTION 1**  
4th Revised Page 14  
Replacing 3rd Revised Page 14

**LOCAL EXCHANGE SERVICE**

**IV. LIFELINE PROGRAM (Continued)**

**F. Lifeline Program Rate Reduction**

1. Amounts

The Company shall apply Lifeline Program rate reductions, per eligible customer, as described below.

|  | Monthly<br><u>Rate Reduction</u> |                           |
|--|----------------------------------|---------------------------|
| a. Federal Support Amount<br>equal to Chapter 47<br>CFR § 54.403                     | up to \$9.25                     | T<br>T<br>D               |
| b. State Reduction to<br>Residential Local<br>Exchange Access Line Rate up to \$3.50 |                                  | T<br>D<br>D<br><br>D<br>D |

By: Mr. Bill Colston, Jr.  
Title: General Manager

**REDACTED – FOR PUBLIC INSPECTION**

**RIVIERA TELEPHONE COMPANY, INC. (SAC 442134)**

**ATTACHMENT - LINE 3026**

**ATTACHMENT REDACTED IN ENTIRETY**